For Advisers, Trustees and Employers only

# eServe Online Pension Management

## Online guide

AVIVA

# Contribution submission

## An overview of functions

Under this section you can prepare and send the scheme payments to Aviva. Set out below are the details of how these functions work.

## Background

Contributions are collected via a variable direct debit which must already be set up. Contribution batches (called a collection), will be sent to Aviva on the day that the processes set out in this guide are carried out. It is not possible to set a contribution to pay in advance on a chosen day. The direct debit will not regularly collect the contributions each month. You will need to submit every collection in accordance with the following instructions each month.

## Home page

The contributions home page shows any collections you may have prepared but not yet submitted. These are shown under 'Unsubmitted Collections'. These collections can be edited and submitted, or deleted from this page.

The home page also shows collections that have been recently submitted. You can copy one of these collections and send this to us for the current month without having to re-load the data.
Any collection that has been previously submitted is available for you to copy.

## Create collection

This function allows you to create a collection by typing in all the member details manually. Use this when paying contributions for a few members only. This can also be used if the 'Load contribution file' function is not possible, for example if the file is not available.

## Load collection data

Use this function when creating a collection for a large number of employees. This loads your file containing members' names, NI numbers and contribution amounts onto the website. The file will be a .csv or .txt file, (generated by your payroll system or spreadsheet).

**If you are attempting to pay the first contributions for automatically enrolled workers, you can only pay these after their opt out period has ended and they have been added as members of the scheme.**

## Contributions history

Using this function, you can examine previous collections that have been submitted and identify those members whose contributions may not have been collected. This is also useful to see what amounts have been collected.

## Notify us of scheme leavers and members on a contribution break

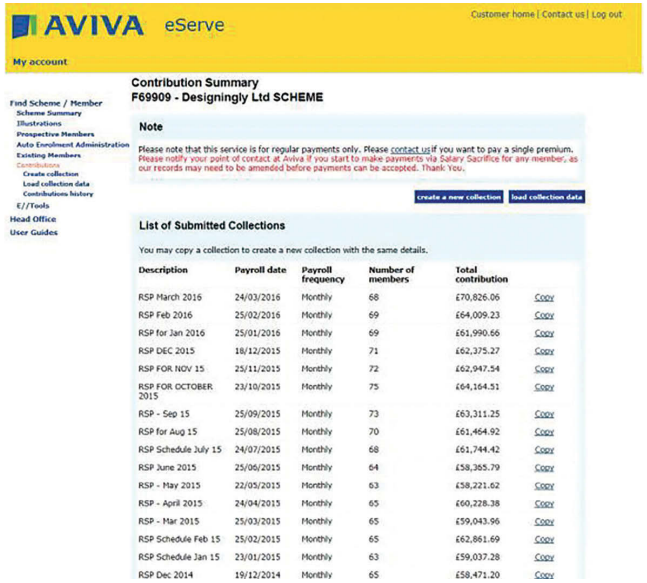
Use this function to inform us of members who have left the scheme, or those who are taking a contribution break (as a result of extended leave, for example).

## Active and inactive member reports

You can request access to reports of all active and inactive members (members on a contribution break) to help you monitor when contributions are due by the regulatory deadline.

## Salary sacrifice

Please notify your point of contact at Aviva if you start to make payments via Salary Sacrifice for any member, as our records may need to be amended before payments can be accepted.




**If you are attempting to pay the first contributions for automatically enrolled workers, you can only pay these after their opt out period has ended and they have been added as members of the scheme.**

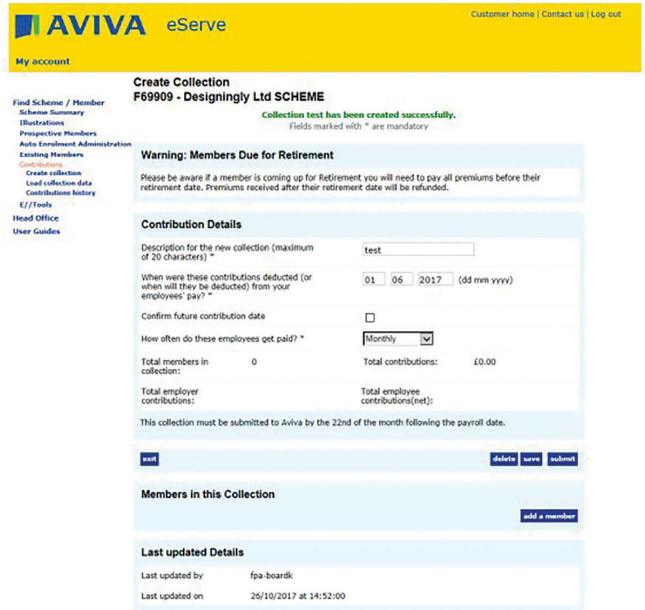
## Create collection

Use this function to manually input all of the details for a collection. If there are a lot of members to be entered then consider using either the Copy collection or Load collection data file functions to speed up the process.

You will need the surname, forename(s), National Insurance numbers and contribution amounts for each member.

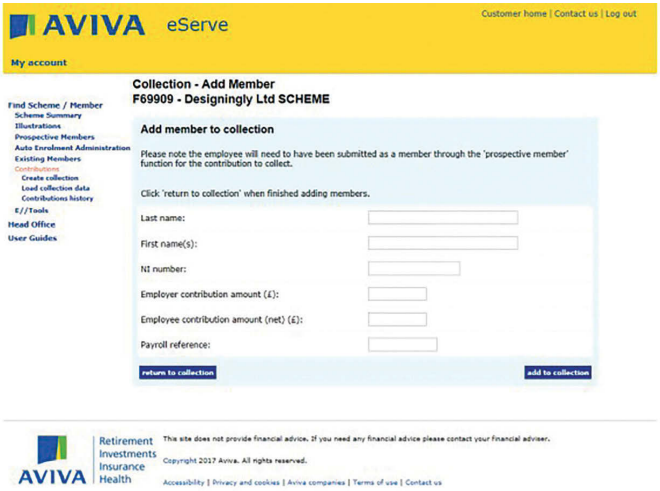
Go into your scheme by clicking on ‘Find Scheme’.

Click on ‘Contributions’ then ‘Create Collection’.




Type in the name of the collection, the date the money was or will be deducted from the employees’ salary and the payroll frequency.

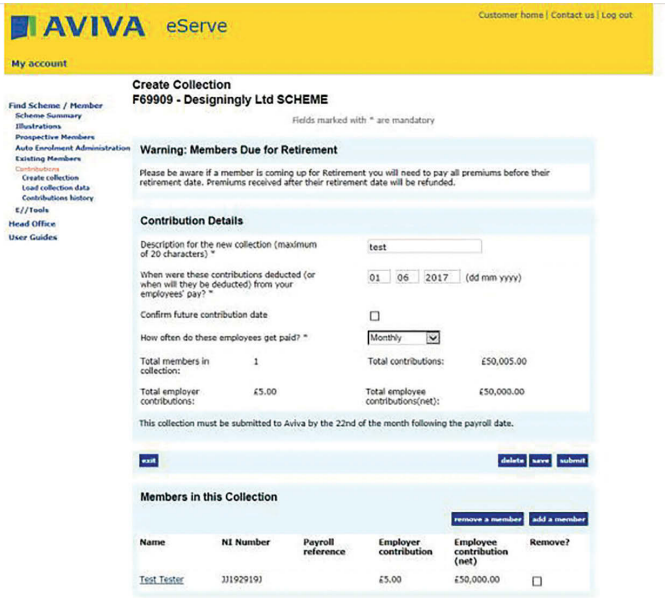
Click on ‘add a member’ to add a member to the contribution batch.




Type in the member’s surname, forename(s), NI number, contribution amounts and (where applicable) Pension Contribution Protection premium, into the correct fields. Payroll reference is an optional field.

Clicking on ‘add to collection’ will add this member to the collection you are creating and clear the data fields to allow you to input the next member.

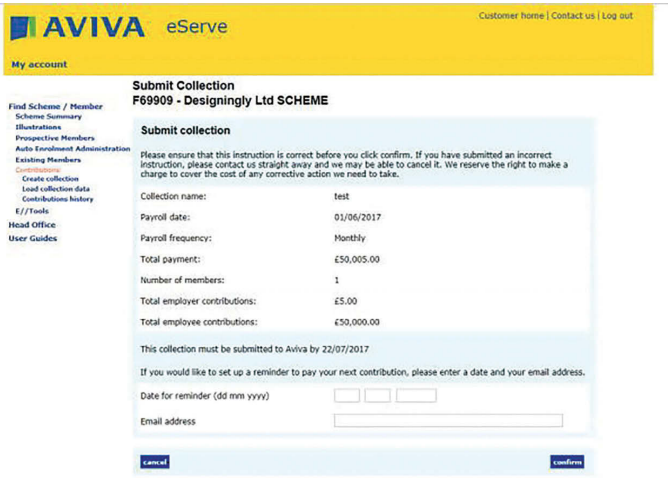
When you’ve input all the members click on ‘return to collection’.




The whole collection is now displayed prior to submitting. Members can be added or deleted at this point. You can amend an entry for a member by clicking on their name.

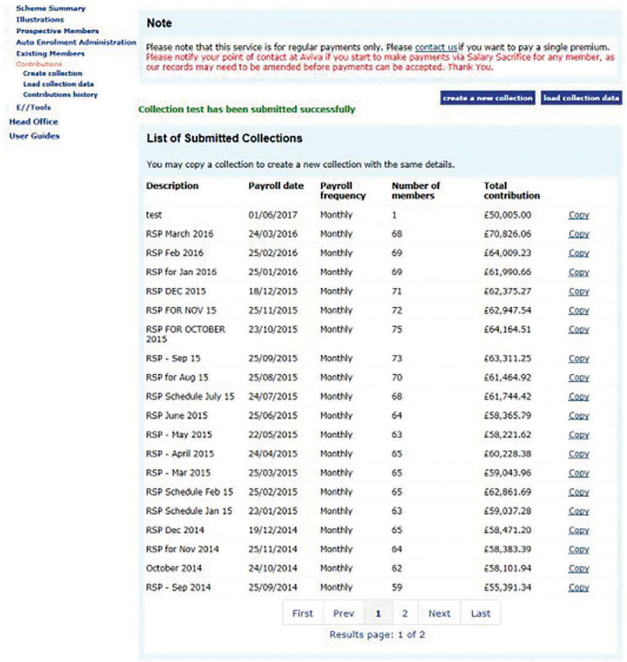
Click on ‘submit’ to pay the collection, (this is not the final action).

Alternatively, click on ‘save’ to work on this batch later.




You can opt for an email to be sent to you to remind you to submit the next payment. Type in your email address and select the day you would like to be reminded. This will trigger us to send you only one reminder. Each time you submit a payment you'll be given the option to set another reminder for the next payment.

Clicking on 'confirm' will submit the payment to Aviva. Please check that all details are correct before clicking 'confirm' as they cannot be changed at a later date.




This confirmation screen shows that the payment has been sent to Aviva.

Further confirmation that the collection has been sent can be found under 'Submitted Collections'.

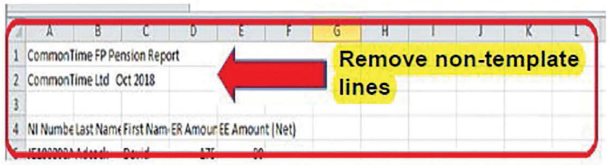
## Load collection data

To avoid typing in large amounts of data to create a collection, prepare a file of employee names, National Insurance numbers and contribution amounts that can be loaded onto the e-serve site.

## The format of your file

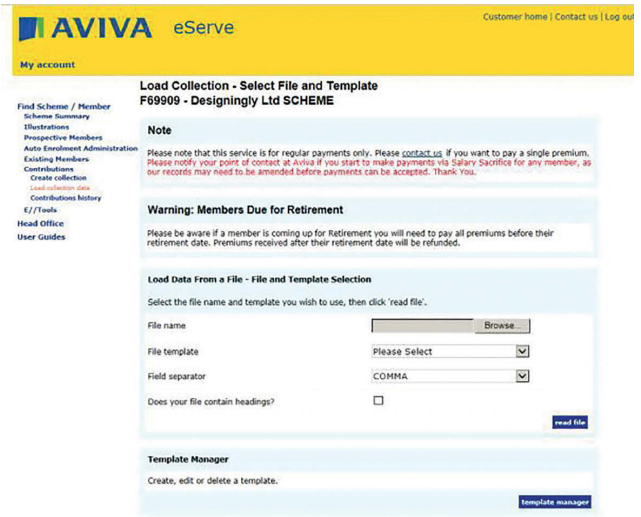
The file should be in .csv or .txt format. Typically, the file could be obtained from your payroll software or by importing the information into an Excel spreadsheet and saving the file as .csv or .txt file type. Always keep the column layout of your file the same. Column headings on one row are acceptable. Do not include any punctuation marks especially commas after thousands (i.e. 1,500). Do not include any other information on the file such as column totals.

To prevent any potential errors with your upload, please ensure you have deleted any header lines which are not on standard to the data template and any blank lines.



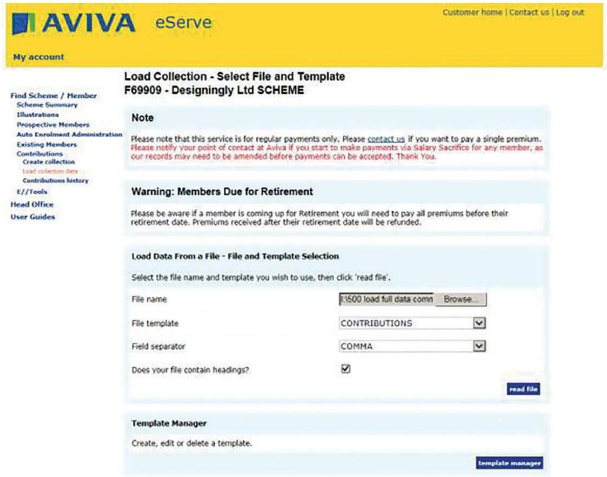

Go into your scheme by clicking on 'Find Scheme'.

Click on 'Contributions' then 'Load collection data'.



If this is the first time you are loading a file click ‘template manager’. The template manager maps the columns of information on your file to the appropriate place on the website. If you keep the layout of your file the same each month you will be able to use the same template each month.

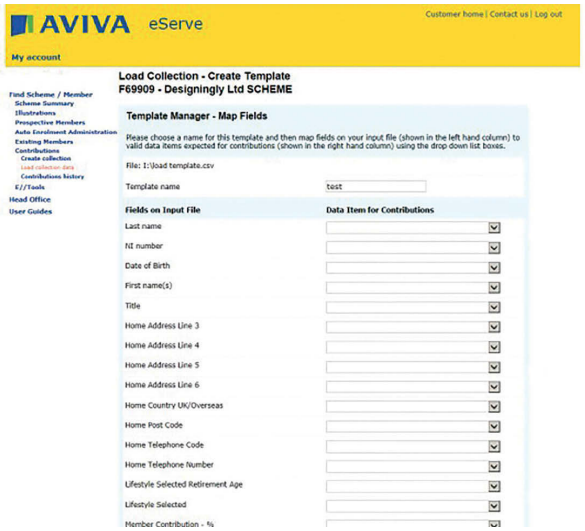
If you have already set up a template, move onto the ‘Once you have set up your template for loading the file’ section.




Click on the ‘Browse’ button to find your contribution file.

Select the ‘Field separator’ from the drop down depending on the format of your File.

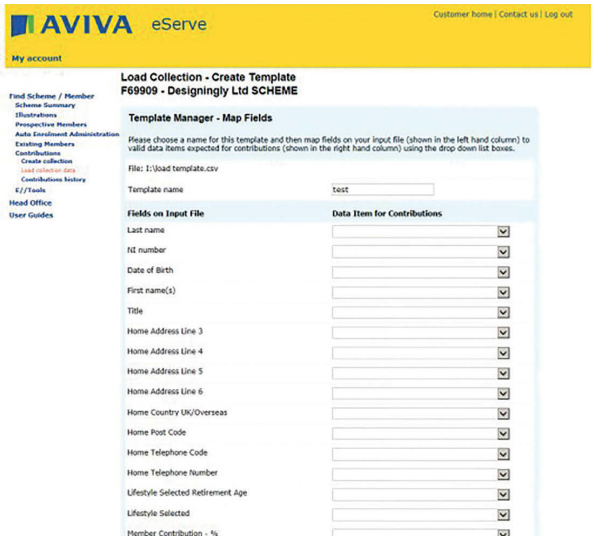
Click on ‘create’.




Type the name of your template in the appropriate field.

On the left-handside, the column names from your file are shown.

You now need to match the column names with the drop-down menu options on the right-hand side.

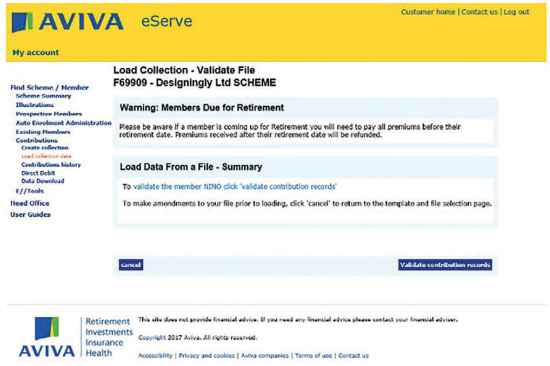



Click ‘save’ to save your template.

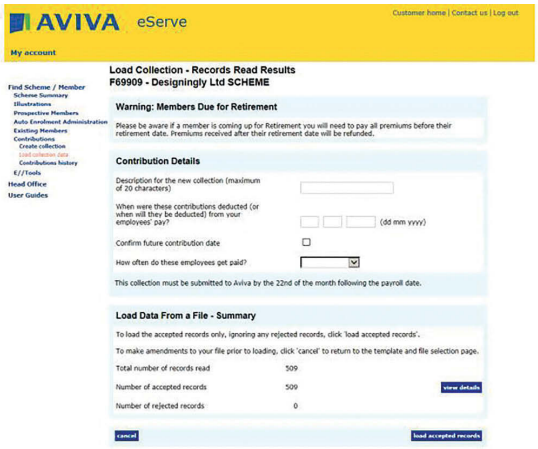
Your collection instructions have now been sent.

## Once you have set up your template for loading the file:

Click ‘Browse’ to find your file, select your template, your field separator and select whether column headings exist on your file. Click on ‘read file’.



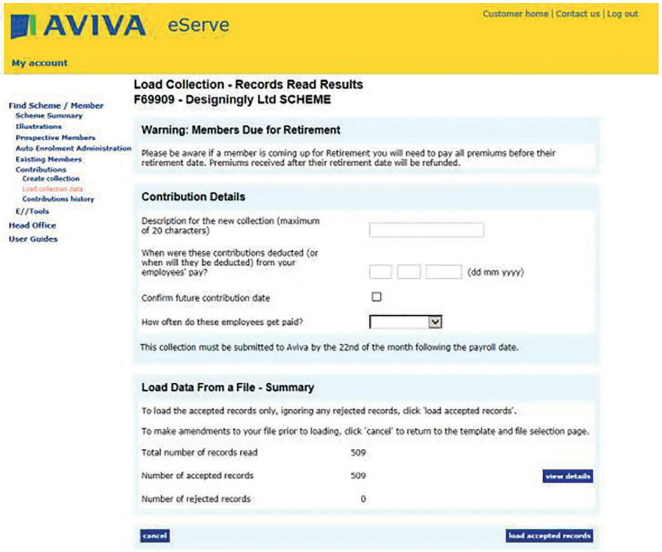

Select the ‘Validate contribution records button’.



You will be shown whether there were any problems loading your file to the website. Click on ‘view details’ to see the reason where there was a problem loaded a member record.

For further information on the rejected record, please see **Rejected Reasons & Actions** page at the back of this guide. This details all actions that are required.

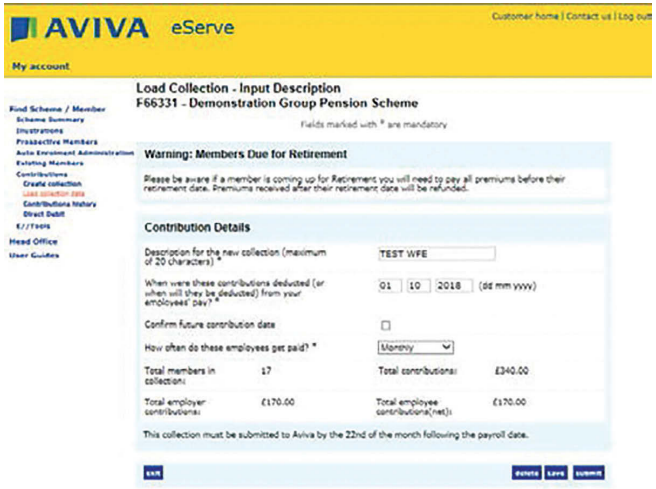
Click on ‘cancel’ if you need to correct the file to be loaded again.




Once all of the member records on your file have loaded successfully, the contribution details need to be completed.

Click on the ‘load accepted records’.

Alternatively, accepted records can be loaded and the rejected members loaded as a separate file. (Please note that rejected records will not be viewable once accepted members have been submitted).




At this point, the contribution batch has not yet been submitted. Changes to the contribution details can be made.

If you’re not ready to submit the collection, click on ‘save’ and you can work on the batch later.

Any final amendments can be made to the members before submissions.




You can opt for a reminder to be sent to you to submit the file. Type in your email address and select the day you would like to be reminded. This will trigger only one reminder. Each time you submit a file you’ll be given the option to set another reminder for the next file.

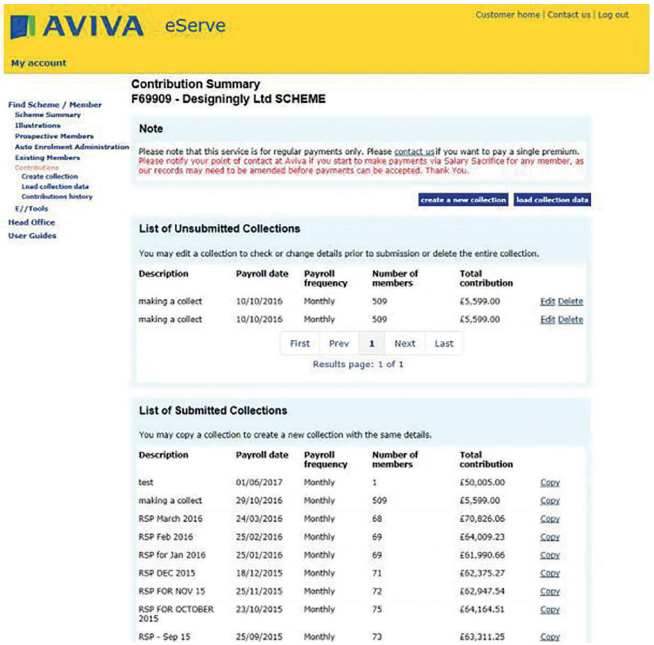
Then click on ‘confirm’.

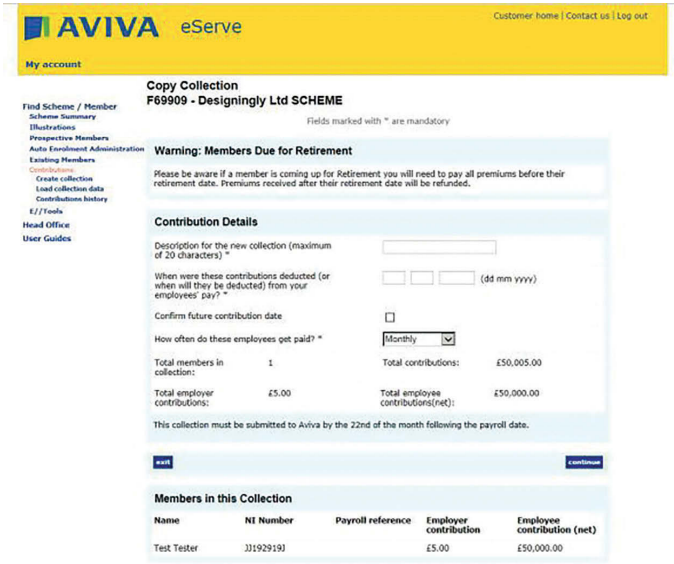
This confirmation screen shows that the payment has been sent to Aviva.

## Copy collection

This is a useful function that avoids having to load a file if this month's payment is the same or only slightly different to last months.

This function can be carried out by selecting the payment you'd like to copy from the contributions home page.




Once you have copied the collection, you can make any amendments you need to, that is a member can be added or removed or contribution amounts adjusted.

Type in the name of the collection, the date the money was deducted from employees' salary and the payroll frequency. Then you can submit the batch or you can save the contribution batch to work on later.

In accordance with the processes for creating and loading a collection, you can then choose to confirm the payment or set up a reminder.

## Contributions history

The most recent collections submitted are shown on the contributions home page. More detail on the status of each submitted batch is shown under the contribution's history link.

## Background

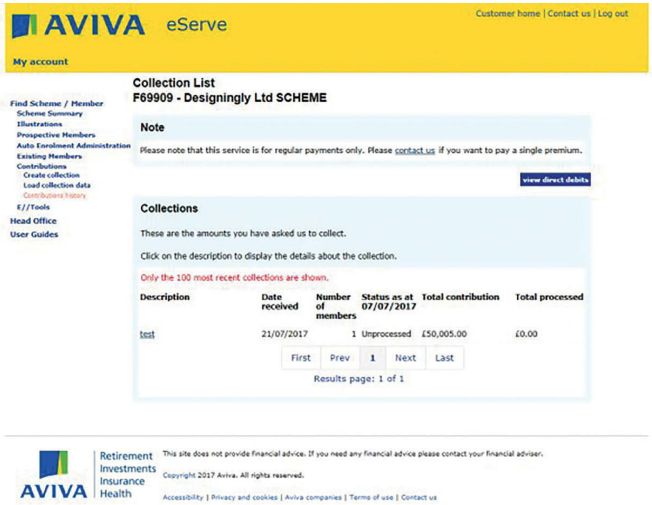
It is possible for a collection to include an employee even though the process to set them up in the scheme has not been completed. In this situation the payments will be collected for the existing scheme members and the direct debit will then continue to try and collect the remaining payment for a period of 40 days. After 40 days the member will be 'dropped' from the collection batch.

For this reason, the Aviva e-serve website will show:

'**Collections**'
These are the contribution batches sent to Aviva via the Aviva eServe system.

'**Direct debits**'
This shows the actual amounts Aviva have collected from the specified bank account.

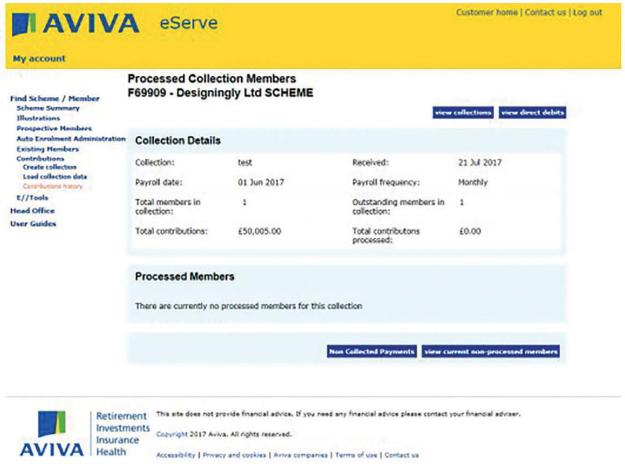
Clicking on 'Contributions history' will show all collections.



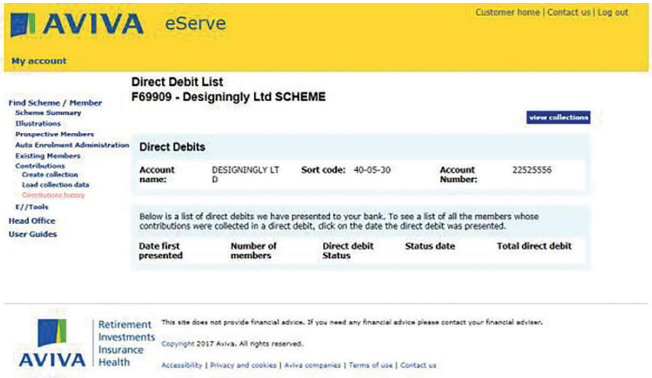

Clicking on a collection will show details of that collection and whether any members are unprocessed.

'Unprocessed member' means that we do not have or cannot find a live policy or policies for a member based on the information you've submitted.
You can find out the reason why the payment has not been collected by clicking on the member's name.

A dropped member is either a member who was submitted as a part of a collection and subsequently removed, or a member whose contribution we were unable to collect within 40 days of the instruction being sent.




Click on 'view direct debits' to see the actual amounts Aviva have collected from the specified bank account, on specific days.




If a payment was submitted for a member and is not shown as having been paid in the direct debits section, check the status of this member in 'view collections'.

## Notify us of scheme leavers and members on a contribution break

These functions allow you to inform us of members who have left the scheme, or those who are on a contribution break (as a result of extended leave, for example).

## Notify us of a leaver

You can either submit a scheme leaver notification for a single individual, or in bulk for multiple individuals.

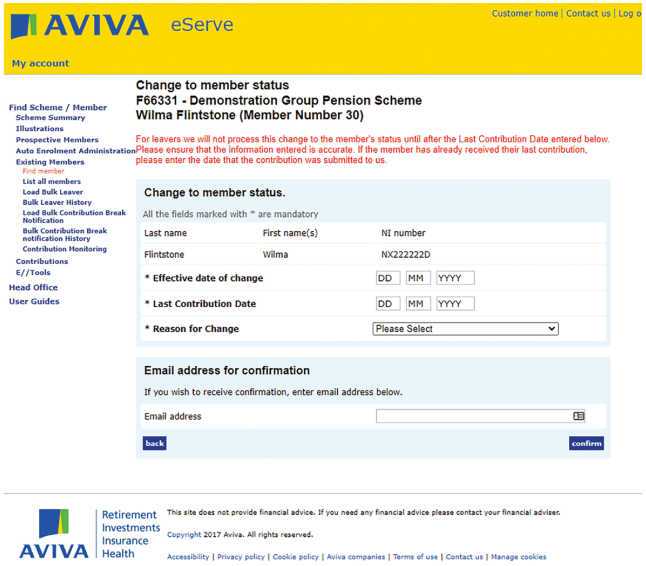
**Single individual:** navigate to the Member Summary Page of the member and click 'Notify us of a leaver'




Please ensure that the final contribution for the member has been submitted to us before you inform us that they are leaving.

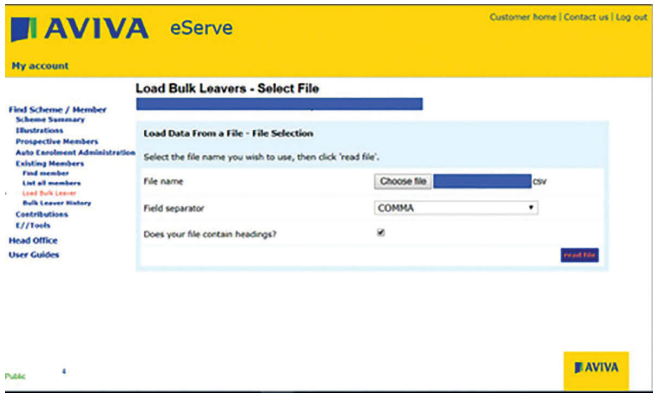
Please type in the date you are processing them as a leaver as the 'effective date of change'. This date must be after the final contribution date.

Please note that the member will continue to show on eServe until they have been processed as a leaver.




Confirmation that the notification of leaver process has been completed will be displayed on screen. Click on 'return to member listing'.

**Bulk leavers:** if you need to inform us of multiple members who have left the scheme, you can use this function. Click on the 'Existing Members' option. Then select 'Load Bulk Leavers'.



The CVS file template should contain the following data:

| Attribute | Type | Description |
|---|---|---|
| Member first name | Text | First Name as shown in our records |
| Member surname | Text | Surname as shown in our records |
| Member national insurance number | AA999999A | NI Number in AA999999A format |
| Member number (the digits after the /) | F12345678 | The member policy number. If you do not have this, you can find it on your 'Active member' report using the Contribution Monitoring function. |
| Member last contribution date | DDMMYYYY | The date of the last successfully submitted contribution |
| Member leaving date | DDMMYYYY | Use date processing the member as a leaver as the leaver date. |
| Reason for leaving | Free format | This must be 'Left Scheme' or 'Left Employment'. |

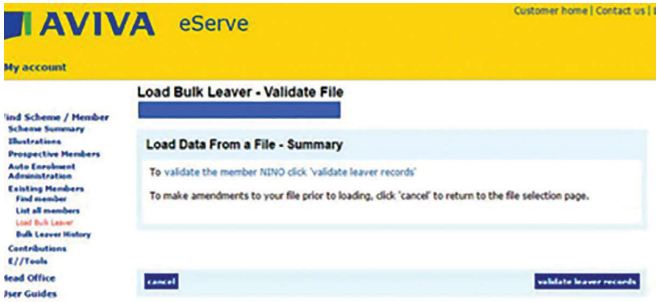
The CVS file may or may not contain the header. If header is included in the file, then the check box ('Does your file contain headings?) on the screen should be ticked.

Do not include a footer record as the system considers all records as leaver notification records (except the conditional headers).

Do not include "/" within your template as the system only recognises letters and numbers. Dates should run together as eight digits (eg twenty third of January 2024 would be entered as 23012024). Member numbers should also just be a series of letters and numbers (eg F12345/678 would be entered as F13345678).

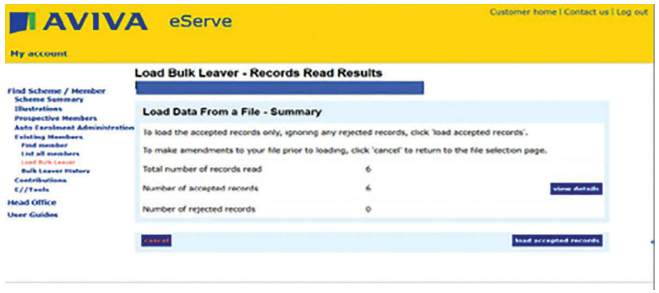
Upload your CVS file using the 'browse' option and click 'read file'.

If your submission is successful, then you will be presented with the 'Load Bulk Leaver – Validate File' page. Select 'Validate leaver records' to continue.



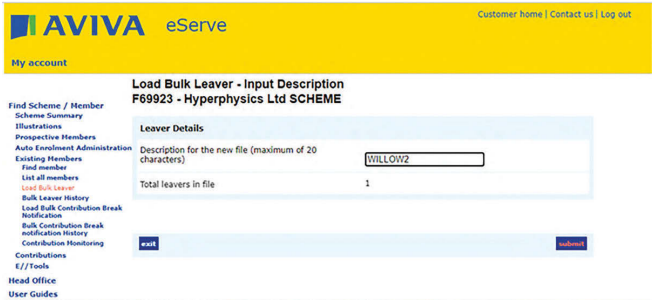

If file level validations fail, then corresponding error messages are shown on this page. You cannot proceed further unless these validation errors are rectified and the file is loaded again.

Once your file has been validated, you will be presented with the following summary:

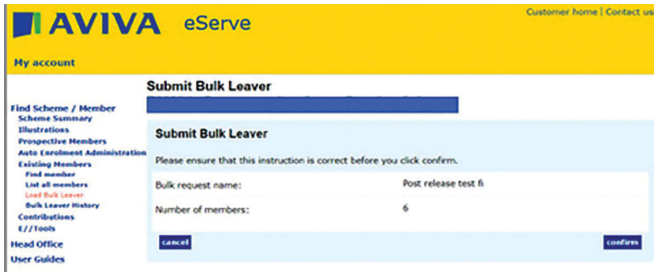



You can view the details of accepted and rejected records. If you want to correct the rejected records, select cancel, correct your file and re-submit. Alternatively, you can continue to 'load accepted records'. The rejected records will be disregarded.

Then, the screen below will appear and you can write a file name. Next, click submit to load the members.

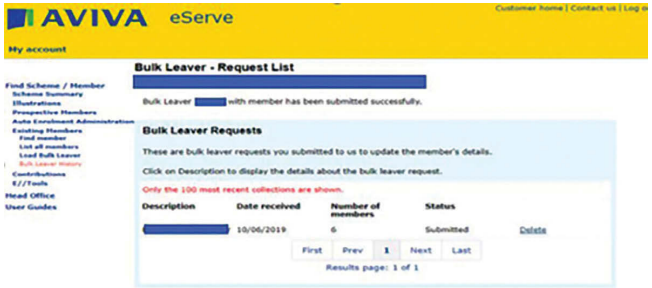



You will be presented with a confirmation page. Click ‘confirm’ to continue.




The process will look at the date of leaving and then assess whether the last contribution has been received. If there is an outstanding contribution, the status of the member will remain as active until a few days passed the 22nd of the following month since leaving.

You can check the status of the request in the page ‘Bulk Leaver History’ the following morning after submission.



## Contribution break

You can either submit a contribution break notification for a single individual, or in bulk for multiple individuals.

The Contribution Break function should only be used if there is no contribution payable for the individual member for that period, i.e. for one of the following reasons:

- No pensionable pay for the period e.g. you are using qualifying earnings and earnings are below the minimum threshold.
- Member has decided to stop their contributions temporarily and employer contributions are also going to cease until the member starts paying again.

In the last scenario, you must document any conversation where the member has requested this.

If the member has requested to stop paying contributions permanently and employer contributions are also going to cease, you should make the member a leaver rather than putting them on a contribution break.

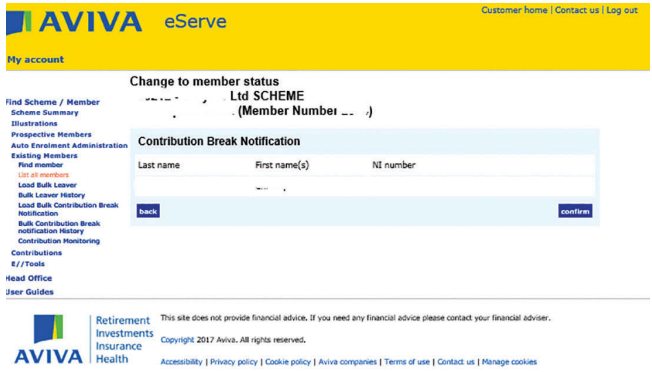
You should not use the contribution break functionality, because you are not able to pay the pension contributions which are due. If you are in this situation please contact us.

If you are unsure if a contribution is due for an individual member for a particular period we recommend that you take independent advice.

**Single individual:** navigate to the Member Summary Page of the member and click 'Notify us of a Contribution Break'




You will be presented with this screen. Check the details of the member are correct and click 'Confirm'.

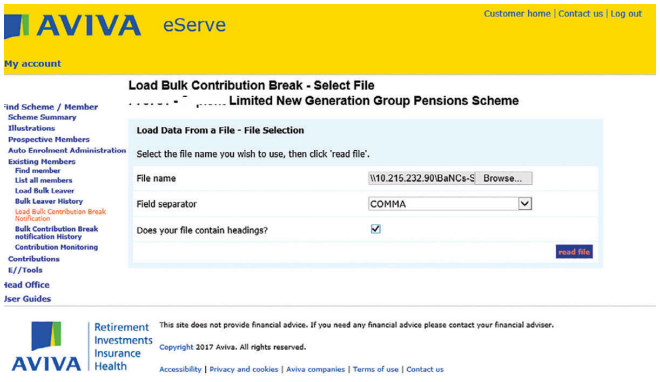



If the member is active and not already on a contribution break, they will automatically be placed on a contribution break, starting the 1st of the month following the last contribution received for the member.

If the Contribution Break period already exist on the policy, then the following error message will display; "Contribution Flag already exist on policy". You do not need to take any further action as the member is already notified as being on a contribution break.

The contribution break will automatically end when you next submit a contribution for the member.

**Bulk contribution break:** if you need to inform us of multiple members who are on a contribution break, you can use this function. Click on the 'Existing Members' option. Then select 'Load Bulk Contribution Break'.




The file template should contain the following data:

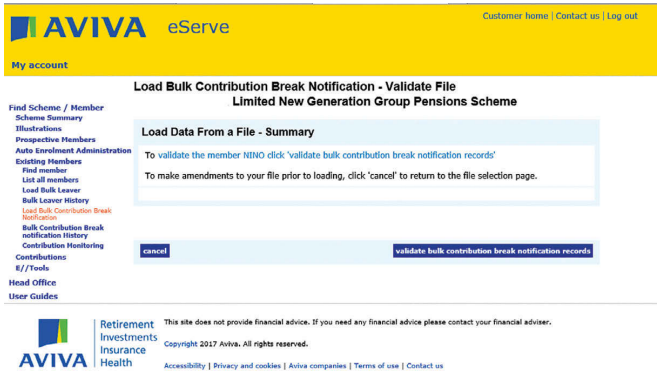
| Attribute | Type | Description |
|---|---|---|
| Member first name | Text | First Name as shown in our records |
| Member surname | Text | Surname as shown in our records |
| Member national insurance number | AA999999A | NI Number in AA999999A format |

The file may or may not contain the header.
If header is included in the file, then the check box ('Does your file contain headings?) on the screen should be ticked.

Do not include a footer record as the system considers all records as contribution break notification records (except the conditional headers).

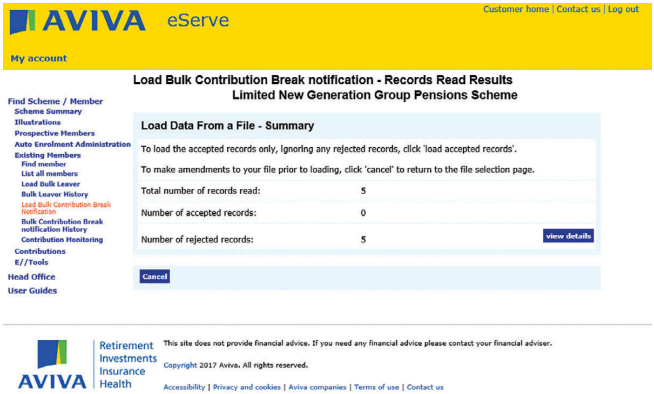
Upload your file using the 'browse' option and click 'read file'.

If your submission is successful, then you will be presented with the 'Load Bulk Contribution Break notification – Validate File' page. Select 'Validate Bulk Contribution Break notification records' to continue.

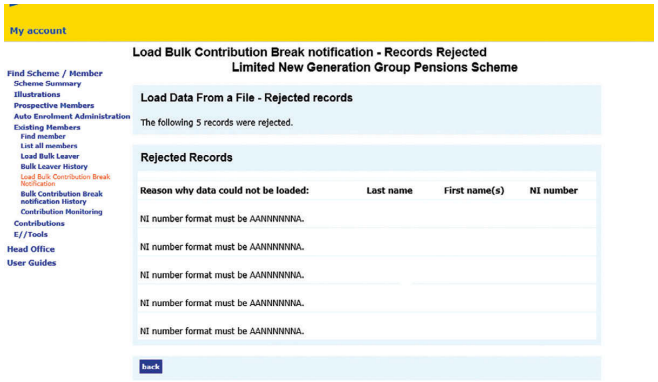



If file level validations fail, then corresponding error messages are shown on this page. You cannot proceed further unless these validation errors are rectified and the file is loaded again.

Once your file has been validated, you will be presented with the following summary:



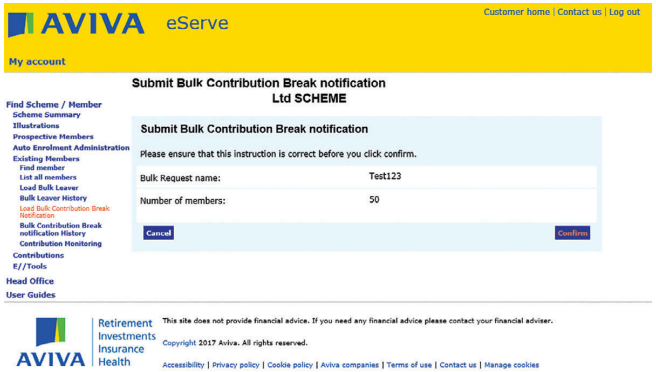
You can view the details of accepted and rejected records. If you want to correct the rejected records, select cancel, correct your file and re-submit. Alternatively, you can continue to 'load accepted records'. The rejected records will be disregarded.




To continue, the screen below appears and you can write a file name and then click submit to load the members:



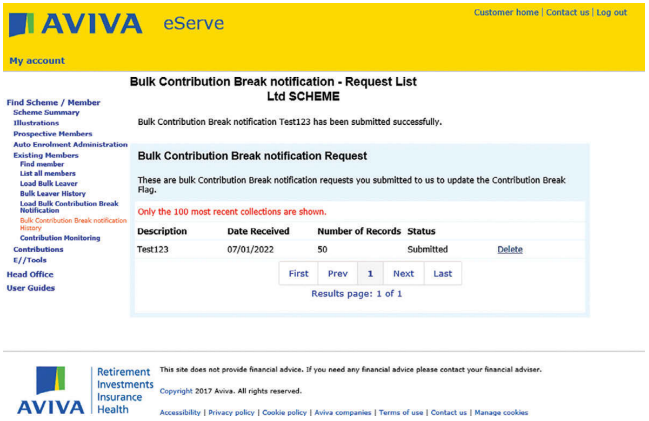

You will be presented with a confirmation page. Click 'confirm' to continue.




Once complete, our systems will be updated overnight so that the requested members are noted as being on a contribution break. The start date for each member's break will be the 1st of the month following their last contribution.

The contribution break will automatically end when you next submit a contribution for the member.

You can check the status of the request in the page 'Bulk Contribution Break notification - Request List' the following morning after submission.

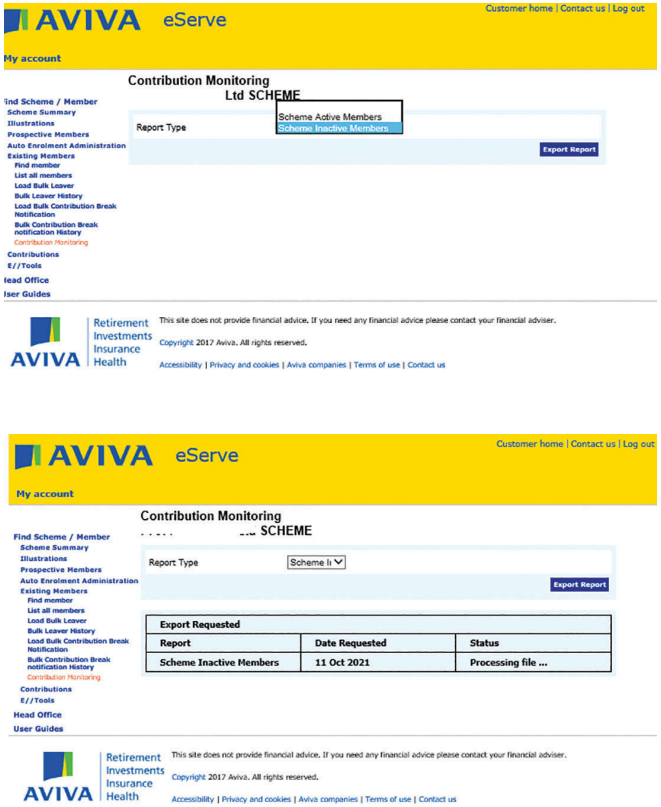



## Contribution Monitoring – Active and inactive member reports

You can request access to reports which show all members we are expecting a contribution for ('Active' members) and those we are not expecting a contribution for ('Inactive' members, i.e. those on a contribution break).

To request a report, navigate to the Existing Members>Contribution Monitoring option on the left hand navigation.

**Note:** the report will be prepared overnight, so you will need to check back the following day to download it. To view the reports your device must support Microsoft Excel.




The 'Active members' report shows all members who are not on contribution break and under the age of 75. These are all the member we expect contributions for.

It will be ordered by default by regulatory deadline (oldest first).

| Active members report | | |
|---|---|---|
| **No.** | **Field name** | **Description** |
| 1 | Member Name | Member name |
| 2 | National Insurance Number | National insurance number of member |
| 3 | Member Reference | Member Number |
| 4 | Most Recent Month of Deduction with Recurring Contributions | This will be most recent month of Premium Due Date which has a status of 'Applied' |
| 5 | Deadline for Payment of Contributions for next unpaid Month of Deduction | 22nd of the month 2nd after the most recent Premium Due date with status of Applied |

The 'Inactive members' report shows all members who are on a contribution break. It will be ordered by default by:

- Not having an end date
- Date contribution break ends, ascending order
- Elapsed months since last Premium Due Date.

| Inactive members report | | |
|---|---|---|
| **No.** | **Field name** | **Description** |
| 1 | Member Name | Member name |
| 2 | National Insurance Number | National insurance number of member |
| 3 | Member Reference | Member Number |
| 4 | Most Recent Month of Deduction with Recurring Contributions | This will be most recent month of Premium Due Date which has a status of 'Applied' |
| 5 | Elapsed Months of Deduction without contributions to Date | This will be month of the report minus the month of the latest Premium Due date with a status of Applied - 1 |
| 6 | Date Contribution Break ends | Contribution break end date if available else blank. |

# Rejected Reasons & Actions

| Rejected Record Reasons | Additional View Information | Action Required |
|---|---|---|
| NI Number not found for the member | No benefits held under the scheme - Remove contribution | Remove from contribution file |
| | Load member | New joiner load required |
| | NI Number not found for the member | New joiner load required |
| Duplicate Ni Number. Member already exists. | | One of the duplications will be accepted, all others will be rejected |
| NI Number has more than allowed number of characters (9).<br>NI number format must be AANNNNNNA | | NI Number does not meet requirement, check record |

## For more information

If you have questions or comments about **avivaeserve.co.uk**, please contract your local Aviva consultant or call our **New Generation Pensions helpline on 0345 602 9221**. Alternatively, for **pension website queries**, call **0345 602 6987** or email **ngp.questions@dgaviva.com**

## Need this in a different format?

Please get in touch if you'd prefer this guide (**NG08364**) in large print, a different colour, braille, or as audio.

0800 068 6800

contactus@aviva.com

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